

DEAN'S CABINET MINUTES
OCTOBER 30, 2023

Helena College Mission:

Helena College supports our diverse community by providing the paths and tools necessary to assist learners in achieving their educational and career goals.

CABINET MEMBERS:

- **Sandra Bauman**, Dean/CEO
- **Kelley Turner**, Exec. Director of Operations
- **Stephanie Hunthausen**, Exec. Dir. CTE & DE
- **Valerie Curtin**, Exec. Dir. Compliance/Fin. Aid
- **Jessie Pate**, Dir. IR/Effectiveness
- **Mel Ewing**, CIO
- **Robyn Kiesling**, Exec. Dir. Gen Ed & Transfer
- **Sarah Dellwo**, Exec. Dir. Enrollment
- **Abigail Rausch** Director of Marketing ...
- **Cari Schwen**, Exec. Director of Retail Services
- **Melanie Heinitz**, Executive Assistant & Office Manager (recorder)

Mastermind Discussion:

- **Approve Minutes:**
 - Stephanie made a motion to accept the minutes as read, and Sarah seconded the motion. All in favor, none opposed, none abstained: motion carried.
- **Questions on Updates?**
 - A fire instructor has been hired.
- **SOC Update:**
 - No updates
- **CARE Updates:**
 - Emily was out
- **QPR training**
 - Emily was out
- **Report on Cyber Events**
 - Our team attended the event online as the weather was an issue. Additional discussion would have been beneficial as to how to respond and conduct the business on the campus if we needed to immediately shut down. The ProCard explanations on procurement were appreciated. Mel and Cari will write up information for the MMM next Monday. This action will provide information to the campus on the new procurement procedures.
- **Topics for State of the College**
 - Sandy will put together an outline/timeline with topics and send it out to Cabinet. Abby will have a couple of new TV ads to start the State of the College meeting.
- **SEP:**
 - Deferred
- **Canva update:**
 - A poll will be sent out to campus on the usage of Canva. A departmental email will be used not individual emails.
- **Public Mental Health Club Survey & Need for survey procedures?**

- The Public Mental Health Club is planning to send a survey to the students. There has been minimal information about this survey. Sandy and Jessie will meet with Dr. Munn to learn more about their goals and process. This has brought up an important need for us. All campus surveys need a vetting process to determine their usefulness. It is important to ensure the survey is statistically useful. Jessie is our Institutional Research Director, and she should be part of the process and have knowledge of all campus surveys. Context and questions need to be phrased, so the survey can be as successful as possible.
- **Consent issue with Robocalls**
 - Robocalls are used by HC to remind student to finalize and pay their bills. As of October 27, 2023, a new process will not allow robocalls unless the student has given their consent. Robocall consent will need to be added to the registration process and the students will need to opt out if they do not want to receive robocalls. Emails were sent to dual credit students, but historically robocalls have been the most effective way to receive a response from students. The number of robocalls usually begins around 300 and then it tapers off.
 - There needs to be a process during registration that would easily gather data that can be checked against a list of students who have opted out. This could be similar to how the insurance issue is handled.
- **Student Software Support**
 - There is a need for new student software support to stay current. A CRM is needed for reaching out to prospective students, keeping track of current students, automated degree audits and tracking of current students, and course catalog. UM has purchased a contract with CourseLeaf, so HC could do an addendum to be added. The catalog would take six to eight months to implement and curriculum management will take another eight to ten months. Please send Sarah any feedback by Wednesday, November 1.
- **NWCCU Standards Review: 1.D.1, 1.C.8 - Deferred**
 - **1.C.4:** Notes admission requirements and our graduation requirements are easily accessible. Ed Benasky and the IT team have assisted in fixing distribution lists and passing along information to directors on outdated material currently on the website.
 - Ideas for improvement that were noted: a portal for prospective students, this would be a CRM position. Using AI to assist in making the process understandable for prospective students. A long-term goal would be adding degree work, which would systematically identify the impact of changing majors or programs.